







**HAZUS
Technical Support**

**Possible
Challenges**

- Installation
- Study region size
- Importing Level 2 Data
- CDMS troubleshooting



-  **FLOOD**
-  **INSURANCE**
-  **HAZUS**
-  **HURRICANE**
-  **DAMS/LEVEES**
-  **PLANNING**

HAZUS Help Desk

The New Solution for HAZUS User Technical Support

FEMA Supports HAZUS Users after Training

Congratulations on completing your HAZUS training course. We hope that you have learned what you needed to and are now better prepared to utilize HAZUS in your job responsibilities. If you encounter problems using HAZUS or you would like some additional help, please familiarize yourself with the four options for obtaining HAZUS technical support.

HAZUS Help Desk in Detail

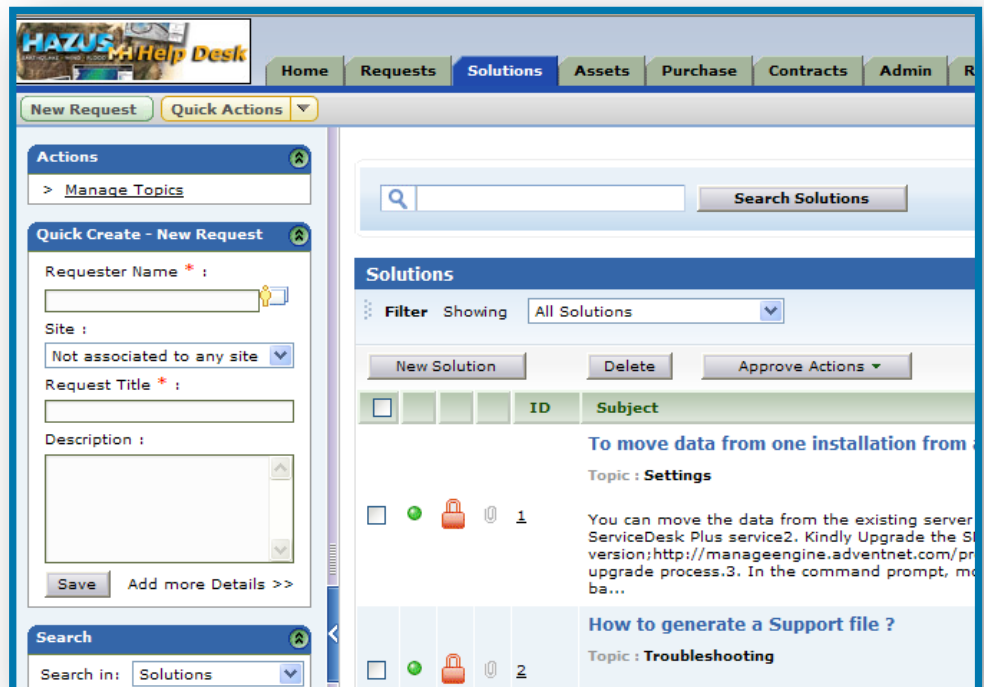
The HAZUS Help Desk is your NEW Solution to log, track, query, and review technical support requests for all of the disaster modules that HAZUS provides.

- 24/7 web-based availability to submit requests and track issues
- Repository of technical information and solutions
- FREE one-stop support for all HAZUS users

How it works

Visit the HAZUS Help Desk at <https://support.hazus.us>.

- First time users will need to call or email technical support in order to create their account.
- Users can review the repository of solutions at any time.
- The HAZUS development team will monitor each request until the final resolution is reached. Once a request is submitted, a user can track their request in the Help Desk system.
- Requestors will receive an automatic email notification when a change is made regarding their request.



HAZUS Users Now Have Four Choices for Technical Support

HAZUS Help Desk

Open a request through <https://support.hazus.us>.

HAZUS Help Desk Solution Repository

Check out the Solution Repository at <https://support.hazus.us> for frequently asked questions and solutions.

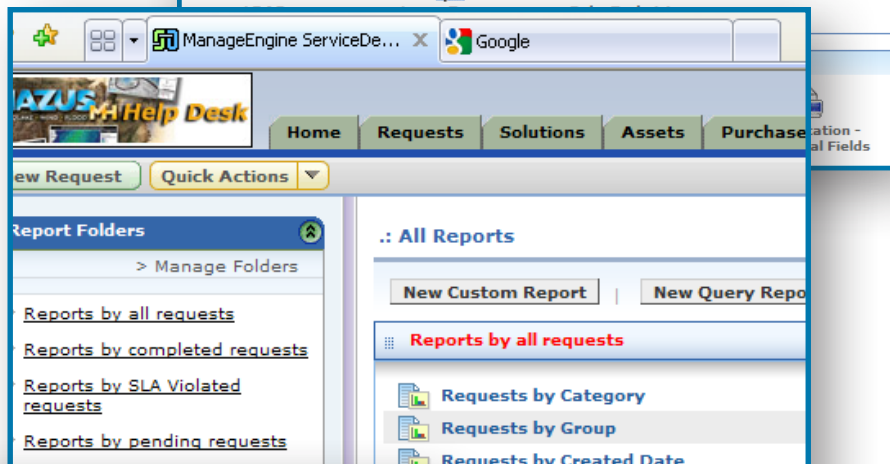
Send an Email

Users can submit a question at helpdesk@support.hazus.us.

Call the Hotline

Users can still submit a question at (877) 283-8789. Those questions will be added to the Help Desk requests and users will be able to check online for updates and resolutions to their question.

Try It Today and Have the Answers You Need Tomorrow



Id	Subject	Requester Name	Assigned To	Group	Due By
8	This is a test of the business...	Chameka Amerson	Nabil Bouhafs	PBSJ	Dec 17,
9	Business Rules	Chameka Amerson	Mourad Rouhafs	PRS1	-
11	FW: email	Sandeep Mehnidiratta	Chameka Amerson	PBSJ	-
13	Hi @user@...	sandeepm	Sandeep Mehnidiratta	PBSJ	-
14	getting a message to insert da...	Nabil Bouhafs	Unassigned	PBSJ	Dec 22,
15	Aggregation fails at times wit...	sandeepm	Sandeep Mehnidiratta	PBSJ	-
16	Export a region failed	nabisco	Nabil Bouhafs	PBSJ	Dec 22,
19	new template (this test o...	nabisco	Unassigned	PBSJ	-
20	FIX TEMPLATE	nabisco	Unassigned	PBSJ	-
21	FIX TEMPLATE	nabisco	Unassigned	PBSJ	-
25	This is a test	Chameka Amerson	Unassigned	PBSJ	-
26	new template	nabisco	Unassigned	PBSJ	-
27	link in email	Chameka Amerson	Unassigned	PRS1	-
28	the link in email	Chameka Amerson	Unassigned	PBSJ	-